

EA19-001

FCA

9/12/2019

ENCLOSURE 4

EA19-001_TABLE 2 – KEYWORD
SEARCH CRITERIA

Keyword Search Criteria

| Word/Phrase | | | AND | Word/Phrase | | | But not Contains | Word/Phrase | | |
|-------------|---------|----|-----|-------------|-------------------|----|------------------|-------------|-------------|----|
| 1 | Airbag | or | | 1 | Did Not Deploy | or | | 1 | Buildsheet | or |
| 2 | Air Bag | or | | 2 | Did Not Inflate | or | | 2 | Build Sheet | or |
| 3 | Air-Bag | or | | 3 | Failed to Deploy | or | | 3 | Monroney | or |
| 4 | | or | | 4 | Failed to Inflate | or | | 4 | FOBIK | or |
| 5 | | or | | 5 | No Deploy | or | | 5 | | or |
| 6 | | or | | 6 | Did Not Go Off | or | | 6 | | or |
| 7 | | or | | 7 | Never Came Out | or | | 7 | | or |
| 8 | | or | | 8 | Never Went Off | or | | 8 | | or |
| 9 | | or | | 9 | Deploy | or | | 9 | | or |

Table 2: Keyword Search Criteria

A report had to match a word from each of the first and second Word/Phrase columns to be returned for review.

EA19-001

FCA

9/12/2019

ENCLOSURE 4

2009 RAM 1500 NO INSPECTION

EA19-001_2009 RAM 1500 NO
INSPECTION_CONSUMER AND
CUSTOMER COMPLAINTS

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|------------------------------|--|--------------------|----------------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 07/25/2009 | CAIR Type | Regular | Status | Closed |
| Close Date | 07/30/2009 | Origin | Email | Reason | New Problem |
| Mileage | 1,910 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | SPANAWAY | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | SPANAWAY | | WA | | USA |
| Dealer | 99999 | Dealer99999 | Dealer Phone | | |
| Dealer Address | | | | | |
| Dealer Zone | | Sales District | | Service District | |
| Subject | Informs of involved in collision and airbags did not deploy. | | | | |
| Synopsis | | | | | |
| Customer Anomaly | Air Bag Warning Light Anomaly | | | | |
| Contact Reason | C105 | Technical Issue With Vehicle | Customer Anomaly | 99 | Airbag Warning Light |
| Reason Code | After Sales - Complaint - Product - Vehicle concern - Additional details | | | | |

Case Status History

| Create Date | Status |
|---------------------|----------|
| 07/25/2009 08:07 AM | Unworked |
| 07/27/2009 03:43 PM | Open |
| 07/27/2009 03:47 PM | Closed |
| 07/27/2009 08:19 PM | Reopen |
| 07/30/2009 02:13 PM | Closed |

Initial Description

032400000-Referral,Tier Three,Default,Default,Default,Tier Three Support Referral,Seeks assistance regarding airbag issues.
0123560000-Product,Body / Trim / Paint Finish,Air Bag,Other,Unknown,Air Bag Inquiry,Informs of involved in collision and airbags did not deploy.

Case Comments

| Date | Comment |
|------------|--|
| 07/25/2009 | ***** EMAIL BRIEF DESCRIPTION CONTENT ***** I was in a frontal collision going 50 mph and my airbags did not deploy ***** END EMAIL BRIEF DESCRIPTION CONTENT ***** |
| 07/27/2009 | Purchased New or Used? New ***** BEGIN CUSTOMER EMAIL ***** I was going between 45 and 50 mph in my brand new 2009 dodge half ton when someone cut me off and my truck ended up inside the females van. My airbags did not deploy and [REDACTED] hit the steering wheel. I am going to the doctors for [REDACTED] I would like to know why the airbags did not go off and what are the situations for them to go off. The body mechanic said the systems are working, but I am scared that if I get into another accident, the same situation will happen again. ***** BEGIN EMAIL RESPONSE ***** Forwarded to Tier3 for further handling as advised by PA150. |
| 07/27/2009 | ***** END EMAIL RESPONSE ***** |
| 07/28/2009 | Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. We were sorry to learn of your airbag incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence. These types of issues are handled on a personal basis, over the telephone. Please indicate a telephone number where one of our Customer Service agents can contact you to discuss the matter. The agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; detailed information about the incident; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information. Our agent will then advise you concerning further actions. Thanks again for your email. |
| 07/28/2009 | FORWARDED TO 82S FOR PRELIMINARY REVIEW, WILL UPDATE FILE ONCE OWNER REPLIES TO EMAIL |
| 07/28/2009 | ***** 07.28.09 I called and left a VMM seeking where vehicle is located: |
| 07/30/2009 | ***** 07.30.09 When location is known I will proceed. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|-------------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 02/01/2010 | CAIR Type | Regular | Status | Closed |
| Close Date | 02/15/2010 | Origin | Telephone | Reason | New Problem |
| Mileage | 5,161 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | CRANFORD | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | CRANFORD | NJ | | | USA |
| Dealer | 49944 | Monterey Bay Cdjr/Ean Holding | Dealer Phone | | |
| Dealer Address | 555 Auto Center Drive | | | | |
| | Watsonville | CA | 950763745 | USA | |
| Dealer Zone | California | Sales District | | Service District | F |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 02/01/2010 05:43 PM | Open |
| 02/15/2010 03:53 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Complaint Contact
0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Unknown,Air Bag - Failed to Deploy
010009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 02/01/2010 | 1. Who is calling and what is their contact information? [REDACTED] from the Liability Department of [REDACTED] Rental Preferred: [REDACTED] direct line. Alternate: 2. What happened? Vehicle was in an accident and the air bag did not deploy 3. What is the current location of the vehicle? Unknown |
| 02/03/2010 | ***** 02.03.10 |
| 02/03/2010 | Called [REDACTED] - he said renter, [REDACTED] Claim# [REDACTED] is not pursuing I called Victor Luna 908.497.9060 X258 or 908.413.8292 to get a location |
| 02/03/2010 | left a VMM |

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | |
|-------------------------|--|------------------------------|--|---------------------------|---------------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H41 | Vehicle | DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 06/14/2010 | CAIR Type | Regular | Status | Closed |
| Close Date | 06/14/2010 | Origin | Telephone | Reason | New Problem |
| Mileage | 1 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | | | Customer |
| Caller City | SAN ANTONIO | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | SAN ANTONIO | | TX | | USA |
| Dealer | 60399 | Boerne Dodge Chrysler Jeep | | Dealer Phone | 8309818701 |
| Dealer Address | 30300 Ih 10 W | | | | |
| | Boerne | | TX | 780069243 | USA |
| Dealer Zone | Southwest | Sales District | | Service District | J |
| Subject | Seat Belts Other Front Driver | | | | |
| Synopsis | | | | | |
| Customer Anomaly | Interior | | | | |
| | Seats | | | | |
| Contact Reason | C105 | Technical Issue With Vehicle | Customer Anomaly | 80 | Vehicle seats issue |
| Reason Code | After Sales - Complaint - Product - Vehicle concern - Additional details | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 06/14/2010 01:20 PM | Open |
| 06/14/2010 01:24 PM | Closed |

Initial Description

0123560030-Product,Body / Trim / Paint Finish,Air Bag,Other,Both Air Bags,Air Bag Inquiry - Both Air Bags,Air Bag Inquiry - Both Air Bags
 0123550002-Product,Body / Trim / Paint Finish,Seat Belts,Other,Front Driver,Seat Belts Other Front Driver,Seat Belts Other Front Driver

Case Comments

| Date | Comment |
|------------|--|
| 06/14/2010 | ****Begin structured narrative T2 - Beginning Narrative Why is the customer contacting Chrysler? What are the customer's expectations? ****End structured narrative T2 - Beginning Narrative Why is the customer contacting Chrysler? the customer is stating that the vehicle was in accident this week end and the air bags and the seat belt did not lock. the customer is glad that he purchased the vehicle the customer is stating that it probably saved his life. What are the customer's expectations?the customer is wanting information to when the air bags and seat blet would have locked and deployed. Writer informed the customer that the owners manual states onpage 61 about the air bags, writer informed the customer that he should have the vehicle inspected at the dealer. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|--------------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H41 | Vehicle | DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 07/02/2010 | CAIR Type | Regular | Status | Closed |
| Close Date | 07/09/2010 | Origin | Telephone | Reason | New Problem |
| Mileage | 20,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | PENSACOLA | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | PENSACOLA | FL | | USA | |
| Dealer | 56733 | Hill-Kelly Dodge Chrysler Jeep | Dealer Phone | 8504769078 | |
| Dealer Address | 6171 Pensacola Blvd | | | | |
| | Pensacola | FL | 325052211 | USA | |
| Dealer Zone | Southeast | Sales District | | Service District | G |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 07/02/2010 04:46 PM | Open |
| 07/09/2010 05:42 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|---|
| 07/02/2010 | Why is customer calling? Customer is calling because: vehicle was damaged on the vehicle the air bag didn't deploy the vehicle was customer was driving at about midnight on way home from work and a deer jumped out and driver swerved to avoid the deer and the air bags didn't deploy truck was damaged on the front end and passenger side doors What are the customer's expectations? Customer is looking to inform us that the air bags didnt deploy in the accident |
| 07/02/2010 | 1. Who is calling and what is their contact information? Preferred [REDACTED] Alternate [REDACTED] 2. What happened?customer was driving at about midnight on way home from work and a deer jumped out and driver swerved to avoid the deer and the air bags didn't deploy truck was damaged on the front end and passenger side doors 3. What is the current location of the vehicle? insurance company picked it up this morning |
| 07/06/2010 | ***** No impact with the deer. Vehicle ran off the road into a bayou (vehicle is |
| 07/06/2010 | somewhere in Louisiana) Called owner's cell provied by wife. Left message |
| 07/06/2010 | requesting location. |
| 07/09/2010 | Owner has not called back. File closed pending recontact. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|---|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H98 | Vehicle | DODGE RAM SLT 4X2 1500 CREW CAB PICKUP | | |
| Open Date | 12/23/2010 | CAIR Type | Warranty Litigation | Status | Closed |
| Close Date | 12/28/2010 | Origin | Telephone | Reason | New Problem |
| Mileage | 26,791 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | FORT WORTH | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | FORT WORTH | TX | | USA | |
| Dealer | 45069 | Autonation Chrysler Dodge Jeep Ram North Fort Worth | Dealer Phone | 8173371937 | |
| Dealer Address | 11200 North Fwy | | | | |
| | Fort Worth | TX | 761776900 | USA | |
| Dealer Zone | Southwest | Sales District | | Service District | C |
| Subject | Advise Owner / Incomplete Recall | | | Recall | K17 |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C81 | Vehicle Open Recalls | Customer Anomaly | | |
| Reason Code | After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 12/23/2010 01:37 PM | Open |
| 12/28/2010 04:12 PM | Closed |

Initial Description

0123568603-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Front - Pass,Passenger Air Bag - Failed to Deploy,customer states the air bag did not deploy
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident
05K1700900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,Advise Owner / Incomplete Recall-Please refer to Case Comments

Case Comments

| Date | Comment |
|------------|--|
| 12/23/2010 | ****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative 1. Who is calling and what is their contact information? Preferred: Alternate 2. What happened?Customer states were an impact on the front passenger side and the air bag did not deploy. Customer states the whole air bag back came out of the steering wheel and broke her arm. Customer states her insurance said is a manufacture defective and they can't fix the vehicle. Customer requested to be contact today because she doesn't have a vehicle. 3. What is the current location of the vehicle? ALLEN SAMUELS DODGE CHRYSLER JEEP ,7740 NE LOOP 820 NORTH RICHLAND HILLS TX 76180: 817-276-7700 |
| 12/23/2010 | Review by MC1157 |
| 12/28/2010 | ***** 12.28.10 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact) |
| 12/28/2010 | VEHICLE LOCATED AT: |
| 12/28/2010 | ALLEN SAMUELS CHRYSLER DODGE JEEP |
| 12/28/2010 | 11200 NORTH FWY FORT WORTH TX 76177 |
| 12/28/2010 | 817-337-1937 |
| 12/28/2010 | Per OGC Matrix, reassigned to 82T. MG17 |
| 12/28/2010 | 12/28/10 assign to kss28. 12/28/10 incomplete recall: K17 REPROGRAM HVAC CONTROL HEAD & INSP./REPL. ACTUATOR |
| 12/28/2010 | CAIR NUMBER REQUEST EAA INSPECTION 12-28-2010 12:12 |
| 12/28/2010 | CAIR NUMBER E-MAIL SENT TO EAA 12-28-2010 12:12 |
| 12/30/2010 | CCRG Open Date: 12/28/2010 10:21:07 |
| 01/04/2011 | Letter Sent: Acknowledgement 01/03/2011 08:45:48 |
| 01/10/2011 | PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/10/11 AT 14:37:04 |
| 01/20/2011 | Letter Sent: Denial 01/19/2011 |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|---------------------------|---------------------------------------|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1L41 | Vehicle | DODGE RAM ST 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 02/25/2011 | CAIR Type | Regular | Status | Closed |
| Close Date | 02/25/2011 | Origin | Telephone | Reason | New Problem |
| Mileage | 1 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | MEADVILLE | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | MEADVILLE | MO | | | USA |
| Dealer | 67518 | Pettijohn Auto Center Inc | Dealer Phone | 6604252244 | |
| Dealer Address | Highway 69 South | | | | |
| | Bethany | MO | 64424 | USA | |
| Dealer Zone | Denver | Sales District | | Service District | I |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 02/25/2011 08:56 PM | Open |
| 02/25/2011 09:10 PM | Closed |

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568602-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Front - Driver,Driver Air Bag - Failed to Deploy,Driver Air Bag - Failed to Deploy
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 02/26/2011 | Why is the customer contacting Chrysler? Customer called in because his son was in an accident and the air bags did not deploy. What are the customer's expectations? Customer wanted to verify if there were any other options for his son. |
| 02/26/2011 | Customer states that his son was driving down a rural road and slid on some ice and hit a tree. Customer states his son was fine without any injuries but his airbag did not deploy. Customer states that the Insurance company handled the situation and put his son in a new truck. Writer informed customer that we would escalate case to Special Investigations if he could verify that his sons truck was not demolished. Customer states he will contact his son and verify if the vehicle is still available to inspect. |

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | | |
|-------------------------|--|-----------------------------------|--|---------------------------|---------------------|------------|
| VIN | | Model Year | 2009 | Brand | DODGE | |
| Body | DS1H41 | Vehicle | DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP | | | |
| Open Date | 06/23/2011 | CAIR Type | Regular | Status | Closed | |
| Close Date | 06/30/2011 | Origin | Telephone | Reason | New Problem | |
| Mileage | 35,945 Miles | Market | USA | Language | English | |
| Contact Email | | Contact Phone | | Contact Mobile | | |
| Caller Address | | | | Source | Customer | |
| Caller City | PHILPOT | Caller Country | USA | Caller Postal Code | | |
| Customer | | | | | | |
| Customer Address | | | | | | |
| | PHILPOT | | KY | | USA | |
| Dealer | 45247 | Steve Jones Chrysler Dodge Jeep | | | Dealer Phone | 2706859000 |
| Dealer Address | 322 W 4th St | | | | | |
| | Owensboro | | KY | 423010709 | USA | |
| Dealer Zone | Midwest | Sales District | | Service District | Q | |
| Subject | Customer calls in inquiring about information | | | | | |
| Synopsis | | | | | | |
| Customer Anomaly | | | | | | |
| Contact Reason | C157 | Launch Of New Vehicle Information | Customer Anomaly | | | |
| Reason Code | Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch | | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 06/23/2011 05:04 PM | Open |
| 06/30/2011 05:33 PM | Closed |

Initial Description

042600000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer calls in inquiring about information

Case Comments

| Date | Comment |
|------------|---|
| 06/23/2011 | Briefly summarize why the customer is contacting Chrysler: Customer calls in stating that his vehicle was in an accident and his insurance company paid to fix the vehicle and now his frame is not aligned properly because they took out a piece of the frame and replace it with another piece. Customer stated that the frame is out of alignment by 1 inch and would like to know if this frame will still support the weight of the vehicle and if he will have any alignment issues. Customer stated that the accident caused his vehicles frame to be pushed to one side and they replaced the crinkled section of the frame with another piece but he would like to know if this will have any affect on his vehicles alignment or if the vehicle can still support the weight. Briefly summarize what the customer is expecting: Customer calls in inquiring about his vehicles specifications when it comes to his vehicles structural qualities. Customer advised a call back is required and will take place within one business day by COB their time Preferred call back number is [REDACTED] Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 45247 Reassigned to 88F |
| 06/24/2011 | ***** CASE MANAGER TEAM - District P***** CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], he stated that he would like to find a professional panel beater, he stated that he worked for Toyota in the quality dept. He would professional opinion on quality, customer needs the frame replaced by the insurance company. Customer also stated that the airbag did not deploy during the accident. Customer stated that he was driving and bumped on the telephone pole, there was property damage to the car, customer stated that the accident was due to too much budlight and redbull. He stated that the field rep that came to evaluate the vehicle after the accident has not said anything yet about the IRF:Greg's Collision center in Kentucky, phone:270-685-1026, Ernie. |
| 06/25/2011 | Writer called customer [REDACTED] to provide him that he can access the information he needs online at [REDACTED], body builder for ram trucks as referenced in quicklinks on answerconnect. |
| 06/27/2011 | Writer called customer a [REDACTED], and provided the information on lines 38. Writer will follow up on 6/29. |
| 06/30/2011 | Writer called customer at [REDACTED], he stated that he had not been able to access the website to obtain the information he needs because his wife just [REDACTED]. Writer advised that the CAIR will be placed on hold and he is welcome to call back as and when needed. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|---------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6P98 | Vehicle | DODGE RAM LARAMIE 4X4 1500 CREW CAB PICKUP | | |
| Open Date | 09/15/2011 | CAIR Type | Regular | Status | Closed |
| Close Date | 09/15/2011 | Origin | Telephone | Reason | New Problem |
| Mileage | 51,700 Miles | Market | Canada | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | FORT MCMURRAY | Caller Country | CAN | Caller Postal Code | |
| Customer | | | | | |
| | | | | | |
| | FORT MCMURRAY | AB | | | CAN |
| Dealer | 99999 | Dealer99999 | | Dealer Phone | |
| Dealer Address | | | | | |
| Dealer Zone | | Sales District | | Service District | |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 09/15/2011 08:20 PM | Open |
| 09/15/2011 08:31 PM | Closed |

Initial Description

0123568603-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Front - Pass,Passenger Air Bag - Failed to Deploy,Passenger Air Bag - Failed to Deploy
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 09/16/2011 | 9/15/2011 AM1231 - Customer advises the vehicle was in a collision on [REDACTED], customer advises he hit a transport truck in Fort McMurray. The area of the vehicle that was damaged was the front right, the truck was hit so hard that the frame was broke right off. Customer advises that the bumper is gone, the grill is gone, the motor is pushed back and customers concern at this time is that no airbags deployed. Customer advises his insurance has been contacted as well as the police and they are both currently in the process of doing a investigation. Customer advises it was just himself in the vehicle at the time of the collision, customer advises this vehicle is a write off and he would like to get another CCI product however is waiting until the investigation is done. Writer advised that is understandable. Writer advised insurance company has full access to CCI and safety office for investigation purposes if necessary. |
| 09/22/2011 | 09/21/2011 KEB35: Customer states was in a collision and air bags did not deploy. Customer is seeking if CCI can offer a discount on customer purchasing a new vehicle.*** Writer advised insurance company has full access to CCI and safety office for investigation purposes if insurance company necessary. Agent advised customer to contact a CC Facility to inquire about a discount on a vehicle.*** |
| 09/22/2011 | 09/22/11 acc33 Why is the customer contacting Chrysler? Michelle Norman from the insurance company contacts cci stating that they do not do the diagnosis on the vehicles that Alberta transportation do. She states that the customer contacted her stating that we advised him that the were responsible. Writer advises Michelle that customer was seeking a discount. Customer understand and thanks |
| 09/22/2011 | 09/22/11 NK221: Customer states just got off the phone with his insurance company. Also states the insurance company advised that CCI is to deal with the investigation.***Writer asked what is the purpose of the phone call at this time, customer stated wants agent to document what customer has said. Writer advised will document. Customer has requested writer to call the insurance company, writer advised cannot make outgoing phone calls. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|------------------------------|---------------------------------------|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6L41 | Vehicle | DODGE RAM ST 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 10/20/2011 | CAIR Type | Regular | Status | Closed |
| Close Date | 10/20/2011 | Origin | Telephone | Reason | New Problem |
| Mileage | 40,000 Miles | Market | Canada | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | OAKBANK | Caller Country | CAN | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | OAKBANK | MB | | | CAN |
| Dealer | C6502 | Gauthier Chrysler Dodge Jeep | Dealer Phone | 2046618999 | |
| Dealer Address | 1375 Regent Avenue West | | | | |
| | Winnipeg | MB | R2C3B2 | CAN | |
| Dealer Zone | W | Sales District | | Service District | D |
| Subject | Advise Owner / Incomplete Recall | | | Recall | L04 |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C81 | Vehicle Open Recalls | Customer Anomaly | | |
| Reason Code | After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 10/20/2011 08:40 PM | Open |
| 10/20/2011 08:49 PM | Closed |

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident
05L0400900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,Advise Owner / Incomplete Recall-Please refer to Case Comments

Case Comments

| Date | Comment |
|------------|--|
| 10/21/2011 | 10/20/11 KP203 Customer calls seeking recall information. Advised the customer of incomplete recall L04 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Why is the customer contacting Chrysler? Customer states when driving vehicle customer hit tree and no airbags in vehicle deployed. Customer states vehicle was a write off. ***Writer advised customer that issue has been documented. Writer advised customer to contact insurance company and any further contact would be through them. Writer provided Chrysler Canada mailing address. |
| 10/21/2011 | Email sent to RML10 regarding issue. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|--------------------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H98 | Vehicle | DODGE RAM SLT 4X2 1500 CREW CAB PICKUP | | |
| Open Date | 04/19/2013 | CAIR Type | Warranty Litigation | Status | Closed |
| Close Date | 04/23/2013 | Origin | Telephone | Reason | New Problem |
| Mileage | 38,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | | | Source | Customer |
| Caller City | KINGSVILLE | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | KINGSVILLE | | TX | | USA |
| Dealer | 45537 | Blake Fulenwider Dodge Chrysler Jeep | | Dealer Phone | |
| Dealer Address | | | | | |
| | Kingsville | | TX | 78363 | |
| Dealer Zone | Southwest | Sales District | | Service District | L |
| Subject | Received a Recall letter | | | Recall | N08 |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C81 | Vehicle Open Recalls | Customer Anomaly | | |
| Reason Code | After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 04/19/2013 02:57 PM | Open |
| 04/23/2013 04:54 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Air Bag - Failed to Deploy
010009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Customer stated that she was in an accident
05N0800900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,Received a Recall letter-
Please refer to Case Comments

Case Comments

| Date | Comment |
|------------|--|
| 04/19/2013 | Briefly summarize why the customer is contacting Chrysler: Customer called seeking information on the recall letter she received for the N08. She informed the agent that she was in an accident on [REDACTED], and she believes that the cause was from the recall. Customer wanted to know if Ram would repair her vehicle at no cost to her. Customer also stated that the air bags did not deploy. Agent asked her if the vehicle has been looked and if it was what seem to have cause the accident? Customer stated that a family mechanic had looked at the vehicle. Customer was not being very clear on what may have cause the accident, when asked again. Customer wanted to know if the recalled part was the cause of the accident then what is going to happen. Agent informed her that I could not give any information on that as this would be investigated. Agent informed her that I am documenting the concern, and when attempted to give the case number customer had hung up the call. Briefly summarize what the customer is expecting: Customer is wanting the truck repaired at no cost to her. 1. Who is calling and what is their contact information? Preferred: [REDACTED] Alternate [REDACTED] What happened? Customer was in an accident and the air bags did not deploy. Customer believes the recall part was the cause of the accident. 3. What is the current location of the vehicle? Customer's home Reassigned to 82S |
| 04/23/2013 | ***** 04.23.13 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact) |
| 04/23/2013 | VEHICLE LOCATED AT: RESIDENCE |
| 04/23/2013 | [REDACTED] KINGSVILLE TX [REDACTED] |
| 04/23/2013 | - N08 REAR AXLE PINION NUT SAFETY 04/01/2013 INCOMPLETE - |
| 04/23/2013 | Per OGC Matrix, reassigned to 82T. MG17 |
| 04/23/2013 | 4/23/13 ASSIGNED TO TNT16. PAG |
| 04/23/2013 | CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-23-2013 12:54 |
| 04/23/2013 | CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-23-2013 12:54 |
| 04/25/2013 | CCRG Open Date: 04/23/2013 11:16:33 Letter Sent: Acknowledgement 04/24/2013 08:32:39 |
| 05/14/2013 | Letter Sent: Denial 05/13/2013 |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|-------------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 04/04/2014 | CAIR Type | Regular | Status | Closed |
| Close Date | 04/04/2014 | Origin | Telephone | Reason | New Problem |
| Mileage | 80,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | GLENDALE | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| | GLENDALE | AZ | | USA | |
| Dealer | 49944 | Monterey Bay Cdjr/Ean Holding | Dealer Phone | | |
| Dealer Address | 555 Auto Center Drive | | | | |
| | Watsonville | CA | 950763745 | USA | |
| Dealer Zone | California | Sales District | | Service District | F |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 04/04/2014 06:19 PM | Open |
| 04/04/2014 06:30 PM | Closed |

Initial Description

0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Customer states that the air bags did not deploy
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 04/04/2014 | Briefly summarize why the customer is contacting Chrysler: Customer calling due to inquiring about why the air bags did not deploy. Briefly summarize what the customer is expecting: Customer seeking answers to why the air bags did not deploy. Customer states that the vehicle was in an accident in 2011 and is contacting us to see why the air bags didn't deploy. Agent advised the customer that the length of time that has passed we would not be able to look into this due to the time that has passed. Agent advised the customer that the agent can document the incident within the case file |

New Customer Assistance Inquiry Record (CAIR)# [REDACTED]

| | | | | | |
|------------------|---|---------------------------|---------------------------------------|--------------------|-------------|
| VIN | [REDACTED] | Model Year | 2009 | Brand | DODGE |
| Body | DS6H62 | Vehicle | DODGE RAM SLT 4X4 1500 REG CAB PICKUP | | |
| Open Date | 09/19/2014 | CAIR Type | Warranty Litigation | Status | Closed |
| Close Date | 09/19/2014 | Origin | Telephone | Reason | New Problem |
| Mileage | 68,000 Miles | Market | USA | Language | English |
| Contact Email | [REDACTED] | Contact Phone | [REDACTED] | Contact Mobile | [REDACTED] |
| Caller Address | [REDACTED] | Source | Customer | | |
| Caller City | PALMER | Caller Country | USA | Caller Postal Code | [REDACTED] |
| Customer | [REDACTED] | | | | |
| Customer Address | [REDACTED] | | | | |
| | PALMER | AK | [REDACTED] | USA | |
| Dealer | 49935 | TAMAROFF D/WHEELS INC | Dealer Phone | | |
| Dealer Address | | | | | |
| Dealer Zone | | Sales District | | Service District | |
| Subject | vehicle roll over after hitting tree | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C207 | Vehicle Rollover Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle Rollover | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 09/19/2014 01:35 AM | Open |
| 09/19/2014 06:52 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
 0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 0123566000-Product,Body / Trim / Paint Finish,Air Bag,Activation,Unknown,Air Bag Activation Inquiry,air bags did not deploy
 0100009310-Product,Unknown,Unknown,Accident,Single Vehicle Rollover,Accident - Single Vehicle Rollover,vehicle roll over after hitting tree

Case Comments

| Date | Comment |
|------------|---|
| 09/19/2014 | 1. Who is calling and what is their contact information? [REDACTED] Preferred [REDACTED] Alternate: [REDACTED] 2. What happened? Customer states that he was travelling at a high speed hit a tree and rolled his truck. Customer states that none of the air bags deployed 3. What is the current location of the vehicle? location of vehicle unknown Briefly summarize why the customer is contacting Chrysler: Customer states that he had recently been in an accident in [REDACTED] and that the truck was totaled. Customer states that he was travelling at a high speed hit a tree and rolled his truck. Customer states that he received [REDACTED] which have healed up. Customer states that none of the air bags deployed. Customer states that he contacted his insurance company and they are taking possession of the vehicle tomorrow from the impound yard where it was originally taken. Briefly summarize what the customer is expecting: Customer wants to know what Chrysler is willing to do or will do. |
| 09/19/2014 | Reassign To:82S |
| 09/19/2014 | VEHICLE IS LOCATED AT: Copart lot 29454864 401 W Chipperfield Dr Anchorage AK 99501 _ Phone:(907) 278-2221 ***** Per OGC Matrix, reassigned to 82T. |
| 09/19/2014 | 9/19/14 ASSIGNED TO LSE6. PAG _ |
| 09/19/2014 | CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-19-2014 14:52 |
| 09/19/2014 | CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-19-2014 14:52 |
| 09/21/2014 | CCRG Open Date: 09/19/2014 14:04:31 |
| 09/23/2014 | Letter Sent: Acknowledgement 09/22/2014 13:12:47 |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|---------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 09/22/2015 | CAIR Type | Regular | Status | Closed |
| Close Date | 09/22/2015 | Origin | Telephone | Reason | New Problem |
| Mileage | 165,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | PRINCETON | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | PRINCETON | WV | | USA | |
| Dealer | 99999 | Dealer99999 | Dealer Phone | | |
| Dealer Address | | | | | |
| Dealer Zone | | Sales District | | Service District | |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 09/22/2015 07:28 PM | Open |
| 09/22/2015 07:37 PM | Closed |

Initial Description

044400000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Customer reports 2 different accidents with no airbag deployment
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|---|
| 09/22/2015 | Briefly summarize why the customer is contacting Chrysler: Customer reports being involved in an accident a couple of years ago. Customer states he slid off the road at 40-50 MPH and tore up the front end, which caused \$6000 worth of damage. Customer states he slid into the back of another 3-4 months ago during this past summer. Customer states he was going 40 MPH and totaled the other vehicle, causing \$2300 worth of damage to his vehicle (front bumper, grill, headlights). Customer wants to know how fast his vehicle needs to be going in order to have the airbags deploy. . Briefly summarize what the customer is expecting: Customer is seeking information about his vehicle's airbags. . Agent advised that the force of the impact of a collision is what sets airbags off through various sensors. Agent used the owner's manual, which states that his airbags have a multistage inflator design which allows the airbag to have different rates of inflation based on the severity and type of collision. Agent informed customer that if the airbags not deploying had something to do with a defect of the vehicle, he would have needed to report the concern immediately after the accidents occurred so we could inspect the vehicle prior to it being repaired. Customer understood. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|-----------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H41 | Vehicle | DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 03/02/2016 | CAIR Type | Regular | Status | Closed |
| Close Date | 03/16/2016 | Origin | Telephone | Reason | New problem |
| Mileage | 57,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | SCOTTSDALE | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | SCOTTSDALE | AZ | | | USA |
| Dealer | 44503 | Chapman Dodge Chrysler Jeep | Dealer Phone | 4809497600 | |
| Dealer Address | 3800 N. 89th St | | | | |
| | Scottsdale | AZ | 852515081 | USA | |
| Dealer Zone | West | Sales District | | Service District | L |
| Subject | Product in Accident | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 03/02/2016 10:11 PM | Open |
| 03/16/2016 02:52 PM | Closed |
| 09/29/2018 04:07 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
 0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Air Bag - Failed to Deploy
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 03/02/2016 | Customer stated that they were in an accident where the vehicle was totaled and that the airbags had never deployed. Customer stated that they were told to call CAC. Customer stated that their insurance company had possession of the vehicle, however, they did not have the address. Customer was seeking further review on accident. Agent advised the customer that they would escalate the case to be reviewed and that they would receive a contact in 2-3 business days. COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #1 [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Geico Insurance Company LOCATION OF VEHICLE PHONE NUMBER [REDACTED] what happened?: Customer states the car skid from rain and went out of control and hit a wall while the airbags did not deploy. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED] |
| 03/03/2016 | ***** |
| 03/03/2016 | Reassigned file back to JM3114. Address for physical location is needed before sending reassigning file to 82S. Please contact owner to get physical address of where the vehicle is located. |
| 03/07/2016 | JM3114 please call customer and get location address of the vehicle |
| 03/07/2016 | Agent contacted customer and inquired the about the location of the vehicle. Agent advised the customer that if they found the address by the end of the day, then they could call back and have the case updated, if not then they would contact them again the following to inquire about the address. Customer stated that they did not have the exact address of the vehicle and that they were at work so they could not get the address. |
| 03/08/2016 | Agent contacted the customer and left a VM advising them to contact CAC and provide the address. |
| 03/08/2016 | Customer called back in stating he just received a message and was calling back to provide the needed information Customer stated the vehicles location is : 1015 West Broadway Road Mason Arizona 85210 Customer stated their phone number is: 480 969 5485 Agent advised customer it would be documented for him Customer thanked agent and ended the call |
| 03/09/2016 | COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone # [REDACTED] Telephone #2 [REDACTED] 6 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] Mason, Arizona, [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] what happened?: Customer states the car skid from rain and went out of control and hit a wall while the airbags did not deploy. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED] |
| 03/09/2016 | Agent contacted the customer and advised them that they would have the case escalated and that they should receive a callback in 2-3 business days. |
| 03/10/2016 | 1015 West Broadway Rd |
| 03/10/2016 | PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION * OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. THANKS, LMM14 |
| 03/10/2016 | CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-10-2016 08:50 |
| 03/10/2016 | CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-10-2016 08:50 |
| 03/10/2016 | ***** Vehicle Location: Residence Mason, AZ [REDACTED] PHONE NUMBER [REDACTED] |
| 03/16/2016 | 3/16 Email from EAA: I received an email from our inspector, Anne Chapman stating the vehicle has been sold. Please close your file. We have closed our file. |

New Customer Assistance Inquiry Record (CAIR)# [REDACTED]

| | | | | | |
|------------------|--|-------------------------------|--|--------------------|-------------|
| VIN | [REDACTED] | Model Year | 2009 | Brand | DODGE |
| Body | DS1H98 | Vehicle | DODGE RAM SLT 4X2 1500 CREW CAB PICKUP | | |
| Open Date | 08/12/2016 | CAIR Type | Regular | Status | Closed |
| Close Date | 08/19/2016 | Origin | Telephone | Reason | New problem |
| Mileage | 60,000 Miles | Market | USA | Language | English |
| Contact Email | [REDACTED] | Contact Phone | [REDACTED] | Contact Mobile | [REDACTED] |
| Caller Address | [REDACTED] | Source | Customer | | |
| Caller City | HUGHES SPRINGS | Caller Country | USA | Caller Postal Code | [REDACTED] |
| Customer | [REDACTED] | | | | |
| Customer Address | [REDACTED] | | | | |
| | HUGHES SPRINGS | TX | [REDACTED] | USA | |
| Dealer | 45225 | Patterson Chrysler Dodge Jeep | Dealer Phone | 9039359355 | |
| Dealer Address | 3435 E End Blvd S | | | | |
| | Marshall | TX | 756727419 | USA | |
| Dealer Zone | Southwest | Sales District | Service District | B | |
| Subject | customer had an accident | | | | |
| Synopsis | Agent LM advising the customer that because they do not own the vehicle any longer we cannot assist any further; however if the insurance company felt that FCA should be involved in investigating this vehicle, the insurance company has resources to reach | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 08/12/2016 06:02 PM | Open |
| 08/19/2016 04:32 PM | Closed |
| 09/29/2018 03:16 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
 0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,customer had an accident

Case Comments

| Date | Comment |
|------------|--|
| 08/12/2016 | Briefly summarize why the customer is contacting Chrysler because the customer was in an accident. The customer was driving her vehicle down the road going about 65-70 mph. the customer over corrected on the wet highway and slid onto the wet grass and hit a few trees while still going 65-70mph. The airbags did not deploy. The customer did suffer some [REDACTED]. the police were called and there is a crash report as well. The customer signed her vehicle over to her insurance company and far as she knows its still at DLR 45225. Briefly summarize what the customer is expecting why the airbags did not deploy. Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y): If no, customer's current address: Customer's current phone number (Daytime [REDACTED] : [REDACTED] Customer's current phone number (Evening [REDACTED] Customer's email address: [REDACTED] Any additional information: CAIR assigned to 82S for contact request. |
| 08/12/2016 | *****Customer Email Address Updated***** Following email address is added for communication or survey with the customer [REDACTED] |
| 08/12/2016 | Agent requests survey bypass |
| 08/15/2016 | ***** Per narrative above, Customer no longer owns vehicle as vehicle was signed over to insurance co. Customer can no longer give permission to inspect. Please review AC18819 - Read the attachment- . NOTE: Include ALL PROPER *** PRODUCT REASON CODING and *** TREAD CODING for ACCIDENT/INJURY/FIRE Reassigned back to Agent BT397 for proper handling |
| 08/19/2016 | Agent LM advising the customer that because they do not own the vehicle any longer we cannot assist any further; however if the insurance company felt that FCA should be involved in investigating this vehicle, the insurance company has resources to reach out to. |

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | |
|-------------------------|--|---------------------------|--|---------------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS1H98 | Vehicle | DODGE RAM SLT 4X2 1500 CREW CAB PICKUP | | |
| Open Date | 09/12/2016 | CAIR Type | Regular | Status | Closed |
| Close Date | 09/12/2016 | Origin | Telephone | Reason | New problem |
| Mileage | 121,399 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | ATHENS | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | ATHENS | TX | | | USA |
| Dealer | 42933 | Elder Chrysler-Dodge-Jeep | | Dealer Phone | 9036772292 |
| Dealer Address | 1798 East Highway 31 | | | | |
| | Athens | TX | 75751 | USA | |
| Dealer Zone | Southwest | Sales District | | Service District | E |
| Subject | Product in Accident | | | | |
| Synopsis | Caller seeking to follow up with their vehicle accident situation. Vehicle was in head-on collision at +55mph, no airbag deployed. Agent advised that if vehicle is still available, FCA can follow up with investigation. Case closing until vehicle location | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 09/12/2016 10:50 PM | Open |
| 09/12/2016 11:04 PM | Closed |
| 09/29/2018 10:16 AM | Closed |

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Vehicle in +55mph head on collision, no airbags deployed
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 09/12/2016 | Briefly summarize why the customer is contacting Chrysler: Caller was in an accident last month, airbags did not deploy. - Briefly summarize what the customer is expecting: Caller seeking FCA assistance. - Caller was in an accident last month on August 18. Vehicle was travelling at +55mph. No airbags deployed. Caller seeking FCA involvement. Caller states vehicle was a writeoff, and is in possession of Germania Insurance. Agent advised caller that if vehicle is still available for inspection and has not been destroyed or repaired, FCA can look at vehicle. Agent advised that caller can contact FCA once they have the vehicle available for inspection, and case can be escalated at that time. |
| 09/12/2016 | ***NEXT AGENT ADVISE*** Caller is seeking access to their vehicle which was in an accident. Should caller have details for vehicle location, please send case for special investigation. |

New Customer Assistance Inquiry Record (CAIR)# [REDACTED]

| | | | | | |
|-------------------------|--|-----------------------|--|---------------------------|-------------|
| VIN | [REDACTED] | Model Year | 2009 | Brand | DODGE |
| Body | DS1H98 | Vehicle | DODGE RAM SLT 4X2 1500 CREW CAB PICKUP | | |
| Open Date | 10/18/2017 | CAIR Type | Legal | Status | Closed |
| Close Date | 10/26/2017 | Origin | Telephone | Reason | New problem |
| Mileage | 200,000 Miles | Market | USA | Language | English |
| Contact Email | [REDACTED] | Contact Phone | | Contact Mobile | |
| Caller Address | [REDACTED] | | | Source | Customer |
| Caller City | HAMPTON | Caller Country | USA | Caller Postal Code | [REDACTED] |
| Customer | [REDACTED] | | | | |
| Customer Address | [REDACTED] | | | | |
| | HAMPTON | VA | [REDACTED] | | USA |
| Dealer | 99999 | Dealer | 99999 | Dealer Phone | |
| Dealer Address | | | | | |
| | | | | | |
| Dealer Zone | | Sales District | | Service District | |
| Subject | Fire in Product | | | | |
| Synopsis | | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C205 | Fire in Vehicle | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Fire in Vehicle - Additional details | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 10/18/2017 09:18 PM | Open |
| 10/19/2017 01:20 PM | Closed |
| 10/26/2017 04:21 PM | Reopen |
| 10/26/2017 07:45 PM | Closed |
| 09/29/2018 01:41 PM | Closed |

Initial Description

0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Air Bag - Failed to Deploy
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,airbags in vehicle did not go off
 0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

| Date | Comment |
|------------|--|
| 10/18/2017 | COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #1 [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: ASAP towing- 101 maple lane Williamsburg, VA LOCATION OF VEHICLE PHONE NUMBER [757 903 7579] What happened?: Customer states that they were on the highway when they had merged to another lane and another vehicle had struck the vehicle from behind and had totaled the vehicle and the airbags did not go off and there was a smoky smell inside of the vehicle after the crash happened. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED] |
| 10/19/2017 | ***** The Fire Reason Code is an error no fire occurred. Vehicle Location: ASAP Towing 101 Maple Ln Williamsburg, VA 23185 Phone: 757-903-7579 |
| 10/19/2017 | ***** Per OGC Matrix, reassigned to 82T for their review and handling. |
| 10/19/2017 | 10/19/2017 ASSIGNED TO PGA5. ALC |
| 10/19/2017 | CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 10-19-2017 09:20 |
| 10/19/2017 | CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 10-19-2017 09:20 |
| 10/20/2017 | CCRG Open Date: 10/19/2017 08:55:14 |
| 10/26/2017 | CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code |
| 10/26/2017 | *****FILE RETURNED TO SI FOR RESOLUTION*** 10/26 Following email sent to owner: |
| 10/26/2017 | [REDACTED], This is in response to your recent contact to FCA regarding your Ram 1500, and the accident you were in. Naturally, we were sorry to learn of the incident described to us during the initial contact. Unfortunately, your truck has been sold off for salvage by your insurance company and we are unable to conduct an inspection of the vehicle. That being the case, we are unable to determine a manufacturing responsibility in this loss, and we find it necessary to decline responsibility in this matter. Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy. |
| 10/26/2017 | Thank you for bringing this to our attention. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|----------------------------------|--|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | DODGE |
| Body | DS6H98 | Vehicle | DODGE RAM SLT 4X4 1500 CREW CAB PICKUP | | |
| Open Date | 11/09/2017 | CAIR Type | Regular | Status | Closed |
| Close Date | 11/09/2017 | Origin | Telephone | Reason | New problem |
| Mileage | 105,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | | | Source | Customer |
| Caller City | BROADDUS | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | BROADDUS | | TX | | USA |
| Dealer | 59853 | Victoria Dodge Chrysler Jeep Ram | | Dealer Phone | 3615789973 |
| Dealer Address | 2203 Houston Highway | | | | |
| | Victoria | | TX | 77901 | USA |
| Dealer Zone | Southwest | Sales District | | Service District | L |
| Subject | Product in Accident | | | | |
| Synopsis | close cair | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 11/09/2017 05:17 PM | Open |
| 11/09/2017 05:26 PM | Closed |
| 09/29/2018 04:34 PM | Closed |

Initial Description

0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Vehicle was in accident and the Airbags did not Deploy
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|--|
| 11/09/2017 | Customer called and said he was in an accident and the Airbags did not deploy. Advisor verified that everyone is okay , and the customer still has the vehicle but is going through insurance in getting vehicle repaired. |

| New Customer Assistance Inquiry Record (CAIR)# | | | | | |
|--|--|-------------------------------|---------------------------------------|--------------------|-------------|
| VIN | | Model Year | 2009 | Brand | RAM |
| Body | DS1L41 | Vehicle | DODGE RAM ST 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 08/03/2018 | CAIR Type | Regular | Status | Closed |
| Close Date | 09/06/2018 | Origin | Telephone | Reason | New problem |
| Mileage | 118,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | SAN AUGUSTINE | Caller Country | USA | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | SAN AUGUSTINE | TX | | | USA |
| Dealer | 44911 | Lone Star Dodge Chrysler Jeep | Dealer Phone | 9035698600 | |
| Dealer Address | 1309 South Pacific Street | | | | |
| | Mineola | TX | 757732848 | USA | |
| Dealer Zone | Southwest | Sales District | | Service District | B |
| Subject | Product in Accident | | | | |
| Synopsis | closing cair. | | | | |
| Customer Anomaly | | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | | |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 08/03/2018 01:24 PM | Open |
| 08/03/2018 01:40 PM | Closed |
| 09/06/2018 05:05 PM | Reopen |
| 09/06/2018 05:53 PM | Closed |
| 09/29/2018 01:37 PM | Closed |

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

| Date | Comment |
|------------|---|
| 08/03/2018 | customer stated that he hit a tree head on and his airbags didn't deploy. he had a recall on this vehicle. upon looking further into this issue, agent had verified that the recall was not airbag related. agent had verified that he had contacted the insurance company, and that the vehicle was at Thomas wrecker service, which was the only information he would give as to the whereabouts of the vehicle. agent informed him that any followup would be performed through the insurance company. agent provided the web address for recalls.mopar.com. |
| 08/27/2018 | 1. Was there any sign of combustion or burning of any material in the vehicle (flame, smoke, sparks, smoldering or melting)? no 2. Was the vehicle in an accident? Yes 3. Indicate number of people injured ___1___ 4. Indicate number of fatalities ___0___ 5. Was there any property damage? just the vehicle 6. Date of incident [REDACTED] 7. Country of incident: USA 8. State of incident: TX Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): Yes If no, customer's current address: Customer's current phone number (Daytime): Customer's current phone number (Evening): Customer's email address: Any additional information: CAIR assigned to 82S for contact request. |
| 08/27/2018 | reopen CAIR and reassign to 82s |
| 09/06/2018 | ***** Date of incident errantly recorded in line 17. Owner called on 8/3 but date of incident is noted as 8/10. Proper incident date recorded in original TREAD report is [REDACTED]. - CAIR fails to document the name, address or phone number for where the vehicle is located. This info is required to order an inspection. CAIR fails to have open Recall Reason Code posted to the CAIR. - Please review AC18819 - Read the attachment- Do not send cairs to 82S with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. |
| 09/06/2018 | CAIR fails to have open Recall Reason Code posted to the CAIR. - Please review AC18819 - Read the attachment- Do not send cairs to 82S with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. |
| 09/06/2018 | CAIR fails to document caller's name, phone or email contact information. |
| 09/06/2018 | POST ALL PROPER *** PRODUCT REASON CODES and *** OPEN RECALL REASON CODES TO CAIR. Post caller's name, phone # and email contact info into narrative. |
| 09/06/2018 | Reassigned file back to Zone 96 Agent UC61 for proper handling. |

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | |
|-------------------------|--|-------------------------------|---------------------------------------|---------------------------|---------------------------|
| VIN | | Model Year | 2009 | Brand | RAM |
| Body | DS1L41 | Vehicle | DODGE RAM ST 4X2 1500 QUAD CAB PICKUP | | |
| Open Date | 10/16/2018 | CAIR Type | Regular | Status | Closed |
| Close Date | 10/16/2018 | Origin | Telephone | Reason | |
| Mileage | 118,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | | Caller Country | | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | SAN AUGUSTINE | | TX | | USA |
| Dealer | 44911 | Lone Star Dodge Chrysler Jeep | | Dealer Phone | 9035698600 |
| Dealer Address | 1309 South Pacific Street | | | | |
| | Mineola | | TX | 757732848 | USA |
| Dealer Zone | Southwest | Sales District | | Service District | B |
| Subject | SI-Airbag did not deploy | | | | |
| Synopsis | no further contact required | | | | |
| Customer Anomaly | Air Bag | | | | |
| | Deployment Failed to Deploy | | | | |
| Contact Reason | C105 | Technical Issue With Vehicle | Customer Anomaly | 100 | Airbag Deployment Failure |
| Reason Code | After Sales - Complaint - Product - Vehicle concern - Additional details | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 10/16/2018 04:06 PM | Open |
| 10/16/2018 07:12 PM | Closed |

Initial Description

SI

Case Comments

| Date | Comment |
|------------|--|
| 10/16/2018 | customer states he will turn this over to his attorney customer states he had head trauma agent advised we can't inspect a vehicle that is not in the customer possession customer's vehicle is in possession of insurance who deemed vehicle a total loss |
| 10/16/2018 | customer's name is [REDACTED] agent was unable to update contact change was not processed |

New Customer Assistance Inquiry Record (CAIR)# [REDACTED]

| | | | | | |
|-------------------------|--|-----------------------------------|--|---------------------------|---------------------------|
| VIN | [REDACTED] | Model Year | 2009 | Brand | RAM |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 03/04/2019 | CAIR Type | Regular | Status | Closed |
| Close Date | 03/06/2019 | Origin | Brand Site | Reason | assistance |
| Mileage | 49,000 Miles | Market | USA | Language | English |
| Contact Email | [REDACTED] | Contact Phone | [REDACTED] | Contact Mobile | [REDACTED] |
| Caller Address | [REDACTED] | Source | Customer | | |
| Caller City | Jamestown | Caller Country | [REDACTED] | Caller Postal Code | [REDACTED] |
| Customer | [REDACTED] | | | | |
| Customer Address | [REDACTED] | | | | |
| | Xenia | OH | [REDACTED] | USA | |
| Dealer | 66057 | Ed Tomko Chrysler Jeep Dodge Inc. | | Dealer Phone | 4409333500 |
| Dealer Address | 33725 Walker Rd | | | | |
| | Avon Lake | OH | 440121010 | USA | |
| Dealer Zone | Great Lakes | Sales District | [REDACTED] | Service District | E |
| Subject | Air Bag Deployment 2015 Jeep Cherokee | | | | |
| Synopsis | | | | | |
| Customer Anomaly | Air Bag | | | | |
| | Deployment Failed to Deploy | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | 100 | Airbag Deployment Failure |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 03/04/2019 04:42 PM | New |
| 03/06/2019 04:32 AM | Open |
| 03/06/2019 10:39 AM | Closed |

Initial Description

NUMBER [REDACTED]
 We were recently in a vehicle accident that had heavy front end damage. We hit two fence post and a tree after hitting black ice. We were traveling 45 mph and the air bags did not deploy at all. I am a full time [REDACTED] and have seen vehicles air bags go off for much less. I would like an explanation on how/why the air bags deploy on this Jeep. I have filed a complaint with the NHTSA. Luckily no one was seriously hurt besides a [REDACTED]

Email(s)

| | | | |
|--|------------|----------------|--|
| Date | 03/04/2019 | Subject | *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** |
| <p>Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.</p> <p>To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.</p> <p>Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.</p> <p>Jeep Brand: 877-426-5337</p> <p>FCA Brand : 800-247-9753</p> <p>For any future communication related to this email, please refer to reference number [REDACTED]</p> <p>Sincerely,</p> <p>The Jeep Brand</p> <p>To view the Jeep Privacy Policy, visit</p> <p>https: [REDACTED]</p> | | | |

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | |
|-------------------------|--|---------------------------------|--|---------------------------|---------------------------|
| VIN | | Model Year | 2009 | Brand | RAM |
| Body | DS6H41 | Vehicle | DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP | | |
| Open Date | 03/06/2019 | CAIR Type | Regular | Status | Closed |
| Close Date | 03/08/2019 | Origin | Telephone | Reason | |
| Mileage | 49,000 Miles | Market | USA | Language | English |
| Contact Email | | Contact Phone | | Contact Mobile | |
| Caller Address | | Source | Customer | | |
| Caller City | | Caller Country | | Caller Postal Code | |
| Customer | | | | | |
| Customer Address | | | | | |
| | Xenia | OH | | | USA |
| Dealer | 23333 | Dave Dennis Chrysler Jeep Dodge | | Dealer Phone | 9374295566 |
| Dealer Address | 4232 Colonel Glenn Hwy | | | | |
| | Dayton | OH | 454311604 | USA | |
| Dealer Zone | Great Lakes | Sales District | | Service District | G |
| Subject | Air Bag Deployment 2015 Jeep Cherokee | | | | |
| Synopsis | | | | | |
| Customer Anomaly | Air Bag | | | | |
| | Deployment Failed to Deploy | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | 100 | Airbag Deployment Failure |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 03/06/2019 05:04 AM | Open |
| 03/08/2019 06:23 AM | Closed |

Initial Description

NUMBER [REDACTED]
 We were recently in a vehicle accident that had heavy front end damage. We hit two fence post and a tree after hitting black ice. We were traveling 45 mph and the air bags did not deploy at all. I am a [REDACTED] and have seen vehicles air bags go off for much less. I would like an explanation on how/why the air bags deploy on this Jeep. I have filed a complaint with the NFSTA. Luckily no one was seriously hurt besides a [REDACTED].

Email(s)

| | | | |
|---|------------|----------------|---|
| Date | 03/06/2019 | Subject | Air Bag Deployment 2015 Jeep Cherokee [ref: [REDACTED] f] |
| <p>Hello [REDACTED]</p> <p>Thank you for contacting Ram Customer Care.</p> <p>We are disappointed to learn of your concern with the accident you and your wife were involved in with the airbags of your 2009 Ram 1500 not deploying and I would like to assure you that I will do everything I can to assist you.</p> <p>Your case number is [REDACTED] and what I'd like to do is forward your case to the right area for further investigation into this for you. Before I can do that though, I'll need a bit more information.</p> <p>Incident date Best phone number and email address to contact you (if different than what was provided in your email) Vehicle location (address and phone number) What happened?</p> <p>Thank you again for your email Bryce. Have a great day.</p> <p>Best wishes, Jacob Ram Customer Assistance ref: [REDACTED]</p> | | | |

| | | | |
|--|------------|----------------|--|
| Date | 03/06/2019 | Subject | Re: Air Bag Deployment 2015 Jeep Cherokee [REDACTED] |
| <p>Jacob, The vehicle in question is actually a 2015 Jeep Cherokee Latitude. The accident happened on [REDACTED]. My phone number is [REDACTED]. My email is [REDACTED]. The Jeep is currently located at Jeff Schmitt Chevy East in Beavercreek, Ohio. Their address and contact information is as follows. 635 S Orchard Ln Beavercreek, Ohio 45434. Their phone number is 937-426-2313. The vehicle is scheduled to be released today to the salvage yard. In regards to the accident we were driving approximately 45mph when we hit ice and lost control of the vehicle. We struck two large fence post and a large tree. The cost of the damage ended up being \$13,400. The vehicle is now considered to be a total loss. I have included pictures of the accident. Because of the lack of air bags deploying in this accident my has a [REDACTED] from where she struck the steering wheel.</p> | | | |

Sent from Yahoo Mail for iPhone

On Wednesday, March 6, 2019, 12:08 AM, US Customer Care wrote:

Hello [REDACTED];

Thank you for contacting Ram Customer Care.

We are disappointed to learn of your concern with the accident you and your wife were involved in with the airbags of your 2009 Ram 1500 not deploying and I would like to assure you that I will do everything I can to assist you.

Your case number is [REDACTED] and what I'd like to do is forward your case to the right area for further investigation into this for you. Before I can do that though, I'll need a bit more information.

- Incident date
- Best phone number and email address to contact you (if different than what was provided in your email)
- Vehicle location (address and phone number)
- What happened?

Thank you again for your email Bryce. Have a great day.

Best wishes,
Jacob
Ram Customer Assistance

ref [REDACTED]

Date 03/07/2019 **Subject** Re: Air Bag Deployment 2015 Jeep Cherokee [REDACTED]

Hello [REDACTED]

Thank you for providing me with the information I requested and it is very unfortunate that you and your wife had to go through something like this, I can only imagine how you must have felt.

Your email mentioned that your 2015 Jeep Cherokee is scheduled to be released to the salvage yard today. If that is the case, I will need the location of this salvage yard and their phone number. Is the vehicle available to be inspected?

Best wishes,
Jacob
Ram Customer Assistance

ref [REDACTED]

Date 03/07/2019 **Subject** Re: Air Bag Deployment 2015 Jeep Cherokee [REDACTED]

Jacob,
I will contact the dealership where it was at to see where they sent it to.
[REDACTED]

Sent from Yahoo Mail for iPhone

On Wednesday, March 6, 2019, 10:14 PM, US Customer Care wrote:

Hello [REDACTED]

Thank you for providing me with the information I requested and it is very unfortunate that you and your wife had to go through something like this, I can only imagine how you must have felt.

Your email mentioned that your 2015 Jeep Cherokee is scheduled to be released to the salvage yard today. If that is the case, I will need the location of this salvage yard and their phone number. Is the vehicle available to be inspected?

Best wishes,
Jacob
Ram Customer Assistance

ref [REDACTED]

Date 03/07/2019 **Subject** Re: Air Bag Deployment 2015 Jeep Cherokee [ref: [REDACTED]]

Jacob
I have talked to the place where it was towed. It is located at IAA their address is 400 Cherokee Dr Dayton, Ohio 45417. Here is their phone number as well 937-268-6666. In order for you guys to inspect the vehicle I need know when and who will be doing the inspection and contact information on them. USAA is requesting this info so they can send it to IAA so they keep the vehicle until it is inspected by your inspectors.
[REDACTED]

Sent from Yahoo Mail for iPhone

On Wednesday, March 6, 2019, 10:38 PM, [REDACTED] wrote:

Jacob,
I will contact the dealership where it was at to see where they sent it to.

Sent from Yahoo Mail for iPhone

On Wednesday, March 6, 2019, 10:14 PM, US Customer Care wrote:

Hello [REDACTED]

Thank you for providing me with the information I requested and it is very unfortunate that you and your wife had to go through something like this, I can only imagine how you must have felt.

Your email mentioned that your 2015 Jeep Cherokee is scheduled to be released to the salvage yard today. If that is the case, I will need the location of this salvage yard and their phone number. Is the vehicle available to be inspected?

Best wishes,
Jacob
Ram Customer Assistance

ref. [REDACTED]

[REDACTED] 03/08/2019 Subject Re: Air Bag Deployment 2015 Jeep Cherokee [ref. [REDACTED] f]

Hello [REDACTED]

Thank you for providing me with the information.

I have successfully escalated your case for further investigation. Your case number is [REDACTED] and you should be contacted within 3-5 business days.

It is my hope that is escalation will get you the information that you are looking for.

Best wishes,
Jacob
Jeep Customer Assistance
ref. [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

| | | | | | |
|------------------|--|---------------------|---------------------------------------|--------------------|---------------------------|
| VIN | [REDACTED] | Model Year | 2009 | Brand | RAM |
| Body | DS6H61 | Vehicle | DODGE RAM SLT 4X4 1500 REG CAB PICKUP | | |
| Open Date | 03/19/2019 | CAIR Type | Legal | Status | Closed |
| Close Date | 04/08/2019 | Origin | Telephone | Reason | |
| Mileage | 31,000 Miles | Market | USA | Language | English |
| Contact Email | [REDACTED] m | Contact Phone | [REDACTED] | Contact Mobile | |
| Caller Address | | | | Source | Customer |
| Caller City | | Caller Country | | Caller Postal Code | |
| Customer | [REDACTED] | | | | |
| Customer Address | | | | | |
| Dealer | 64686 | Gupton Motors Inc | Dealer Phone | 6153842886 | |
| Dealer Address | 3450 Tom Austin Highway | | | | |
| | Springfield | TN | 371723940 | USA | |
| Dealer Zone | Southeast | Sales District | | Service District | S |
| Subject | no airbags deployed | | | | |
| Synopsis | | | | | |
| Customer Anomaly | Air Bag | | | | |
| | Deployment Failed to Deploy | | | | |
| Contact Reason | C206 | Vehicle in Accident | Customer Anomaly | 100 | Airbag Deployment Failure |
| Reason Code | After Sales - Complaint - Product - Accident - Vehicle in Accident | | | | |

Case Status History

| Create Date | Status |
|---------------------|--------|
| 03/19/2019 04:49 PM | Open |
| 04/08/2019 11:58 AM | Closed |

Initial Description

Customer called to advise that he was in an accident and no airbags deployed. Customer stated that he injured himself by hitting the windshield because the airbag did not deploy. Agent advised that a case will be sent to the SI team for review.

Case Comments

| Date | Comment |
|------------|--|
| 03/19/2019 | Customer called to advise that he was in an accident and no airbags deployed. Customer stated that he injured himself by hitting the windshield because the airbag did not deploy. Agent advised that a case will be sent to the SI team for review. |
| 03/19/2019 | Contact: [REDACTED] Telephone # [REDACTED] Telephone [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] franklin TN LOCATION OF VEHICLE PHONE NUMBER Andys towing 6157087111 What happened?: Customer states Customer stated that he was in an accident and no airbags deployed. Preferred Email Address? [REDACTED] m |
| 03/19/2019 | Per OGC Matrix, reassigned to 82T/CCRG. |
| 03/19/2019 | Assigned to PGA5 EDR required |
| 04/08/2019 | Owner has failed to respond to multiple attempts to arrange inspection. Case Closed. |

Email(s)

| | | | |
|---|------------|---------|---|
| Date | 03/19/2019 | Subject | FCA - Inspection Request for [REDACTED] |
| Tue Mar 19 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED] | | | |
| Company: [REDACTED] | | | |
| Cust: [REDACTED] | | | |
| AD2: | | | |
| Primary Phone: [REDACTED] | | | |
| Business Phone: | | | |
| Mobile Phone: | | | |
| Email: [REDACTED] | | | |
| City/ST/ZIP: Thompson station, tn, [REDACTED] | | | |
| Country: | | | |
| Co-own: NOT SURE | | | |
| Status and Notes----- Check Information ----- | | | |
| Open Date: Tue Mar 19 16:49:27 GMT 2019 | | | |
| Type: Legal | | | |
| Status: Open | | | |
| Origin: Telephone | | | |

Vehicle Information

VIN: [REDACTED]
YR/Model: 2009 DS6H61 DODGE RAM SLT 4X4 1500 REG CAB PICKUP
Sls BC/Sls/Svc/Dlr: Southeast Gupton Motors Inc
In Srv Date: Fri Jan 09 00:00:00 GMT 2009
Svc BC/Sls/Svc/Dlr: Southeast Gupton Motors Inc
Curr Mi/Km: 31000.0 Miles

Recalls

Recall: S
DS HVAC CONTROL
SAFETY
Status: COMPLETE
Recall: S
REAR AXLE PINION NUT
SAFETY
Status: COMPLETE
Recall: W
REPROGRAM HVAC CONTROL HEAD & INSP./REPL. ACTUATOR
CUSTOMER SATISFACTION
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Customer called to advise that he was in an accident and no airbags deployed. Customer stated that he injured himself by hitting the windshield because the airbag did not deploy. Agent advised that a case will be sent to the SI team for review. ***

NARRATIVE ADDED ON Tue Mar 19 17:19:46 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Tue Mar 19 17:12:12 GMT 2019
Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED ON Tue Mar 19 16:58:42 GMT 2019

Contact: [REDACTED] Telephone: [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: 1741 w main st franklin TN 37064 LOCATION OF VEHICLE PHONE NUMBER Andys towing 615/087111 What happened?: Customer states Customer stated that he was in an accident and no airbags deployed. Preferred Email Address? [REDACTED]

NARRATIVE ADDED ON Tue Mar 19 16:56:14 GMT 2019

Customer called to advise that he was in an accident and no airbags deployed. Customer stated that he injured himself by hitting the windshield because the airbag did not deploy. Agent advised that a case will be sent to the SI team for review.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Mar 19 00:00:00 GMT 2019

EA19-001

FCA

9/12/2019

ENCLOSURE 4

2009 RAM 1500 NO INSPECTION

EA19-001_2009 RAM 1500 NO
INSPECTION_Legal Summaries

| | |
|-------------------------|--|
| MATTER # | [REDACTED] |
| FILE TYPE | Claim |
| FILE NAME | [REDACTED] |
| CAIR # | [REDACTED] |
| DATE OF INCIDENT | [REDACTED] |
| DATE OF NOTICE | 09/19/2014 |
| MODEL/MODEL YEAR | 2009 Dodge Ram 1500 Slt Reg Cab 4x4 |
| VIN | [REDACTED] |
| MILEAGE | 68,001 |
| OWNER | [REDACTED] Palmer, AK [REDACTED] |
| COURT | NA |
| DOCKET # | NA |
| ALLEGED DEFECT | Air Bag Non-Deployment |
| CRASH | Yes |
| DESCRIPTION | On [REDACTED] stated he was traveling at a high rate of speed (70-75 mph). He was being [REDACTED]. He hit a pot hole that caused the 2009 Dodge Ram truck to go off the road, hit a tree and rollover. [REDACTED] stated he sustained [REDACTED] in this accident. FCA US has no further information regarding these injuries. |
| PROPERTY DAMAGE | Yes |
| INJURIES | 1 |
| FATALITIES | 0 |
| ANALYSIS | FCA US' inspection of the vehicle ¹ revealed the impact to the front of the vehicle was between the frame rails and would not have caused deployment. Vehicle is not equipped with rollover sensing so no deployment due to rollover. Wiring was cut so no codes could be checked or displayed. Seatbelts checked and functioned properly. Based upon the facts known to date, there is no indication that this accident or the injuries were the result of a design or manufacturing defect. |

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

| | |
|-------------------------|--|
| MATTER # | [REDACTED] |
| FILE TYPE | Claim |
| FILE NAME | [REDACTED] |
| CAIR # | [REDACTED] |
| DATE OF INCIDENT | [REDACTED] |
| DATE OF NOTICE | 12/23/2010 |
| MODEL/MODEL YEAR | 2009 Dodge Ram 1500 Slt Crew Cab 4x2 |
| VIN | [REDACTED] |
| MILEAGE | 26,896 |
| OWNER | [REDACTED] Saginaw, TX [REDACTED] |
| COURT | NA |
| DOCKET # | NA |
| ALLEGED DEFECT | Air Bag Non-Deployment |
| CRASH | Yes |
| DESCRIPTION | On [REDACTED] was driving her 2009 Dodge Ram 1500 SLT Crew Cab 4x2 when she was impacted on the front passenger side. She alleged the air bag did not deploy. She also claimed that the complete air bag dislodged from the steering wheel and bruised her arm. |
| PROPERTY DAMAGE | Yes |
| INJURIES | 1 |
| FATALITIES | 0 |
| ANALYSIS | FCA US's inspection of the vehicle ¹ revealed the vehicle had already been repaired and all damaged sheet metal pieces had been removed by the dealership and discarded. Based upon the facts known to date, there is no indication that this accident or the injuries were the result of a design or manufacturing defect. |

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

| | |
|-------------------------|--|
| MATTER # | [REDACTED] |
| FILE TYPE | Claim |
| FILE NAME | [REDACTED] |
| CAIR # | [REDACTED] |
| DATE OF INCIDENT | [REDACTED] |
| DATE OF NOTICE | 03/19/2019 |
| MODEL/MODEL YEAR | 2009 Dodge Ram 1500 SLT Reg Cab 4x4 |
| VIN | [REDACTED] |
| MILEAGE | 31,000 |
| OWNER | [REDACTED] Thompsons Station, TN [REDACTED] |
| COURT | NA |
| DOCKET # | NA |
| ALLEGED DEFECT | Air Bag Non-Deployment |
| CRASH | Yes |
| DESCRIPTION | On [REDACTED] was driving his 2009 Dodge Ram 1500 SLT 4x4 when he was involved in an accident. He claimed no airbags deployed and he injured himself by hitting the windshield. No additional information was provided. |
| PROPERTY DAMAGE | Yes |
| INJURIES | 1 |
| FATALITIES | 0 |
| ANALYSIS | FCA US did not inspect the vehicle. The owner did not respond to attempts to contact him to schedule an inspection. Based upon the facts known to date, there is no indication that this accident or injury was the result of a design or manufacturing defect in the subject vehicle. |

EA19-001

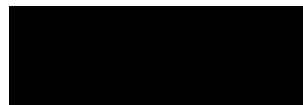
FCA

9/12/2019

ENCLOSURE 4

2009 RAM 1500 NO INSPECTION

CAIR BACKUP



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Jul 27 11:47:28 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We were sorry to learn of your airbag incident, and understand your being upset over it. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the occurrence.

These types of issues are handled on a personal basis, over the telephone. Please call 1-800-992-1997 so that one of our Customer Service agents can discuss the matter further.

The agent will be gathering some critical information concerning the incident, and your vehicle, for further investigation. Some of this information will be: the date of the incident; the place; detailed information about the incident; where the vehicle is currently; the vehicle identification number of your vehicle; and other pertinent information.

Our agent will then advise you concerning further actions.

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sat Jul 25 04:03:28 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

I was in a frontal collision going 50 mph and my airbags did not deploy

Comments:

I was going between 45 and 50 mph in my brand new 2009 Dodge half ton when someone cut me off and my truck ended up inside the female's van. My airbags did not deploy and my head hit the steering wheel. I am going to the doctors for [REDACTED] I would like to know why the airbags did not go off and what are the situations for them to go off. The body mechanic said the systems are working, but I am scared that if I get into another accident, the same situation will happen again.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

EA19-001

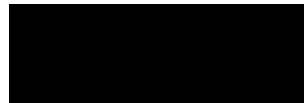
FCA

9/12/2019

ENCLOSURE 4

2009 RAM 1500 NO INSPECTION

CAIR BACKUP

















MS BY CHRYSLER LLC

DATE OF MFG: 11-08

MSR PART#: 1878 GS 3796 LB

MSR PART#: 2905 A

MSR PART#: 1778 GS 3589 LB

MSR PART#: 2905 A

MSR PART#: 3985 GS 6086 LB

MSR PART#: PZ75-6809

MSR PART#: 248 09 1 35 9111 013

MSR PART#: PZ75-6809

MSR PART#: 248 09 1 35 9111 013



THIS ARTICLE COMPLIES TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

MSR PART#: 2905 A

MSR PART#: 248 09 1 35 9111 013

MSR PART#: 2905 A

MSR PART#: 248 09 1 35 9111 013

MSR PART#: 2905 A

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MSR PART#: 2905 A

MSR PART#: 248 09 1 35 9111 013

MSR PART#: 2905 A

MSR PART#: 248 09 1 35 9111 013

MSR PART#: 2905 A















SIDE AIRBAG

WARNING

DO NOT EXCEED 2000 RPM



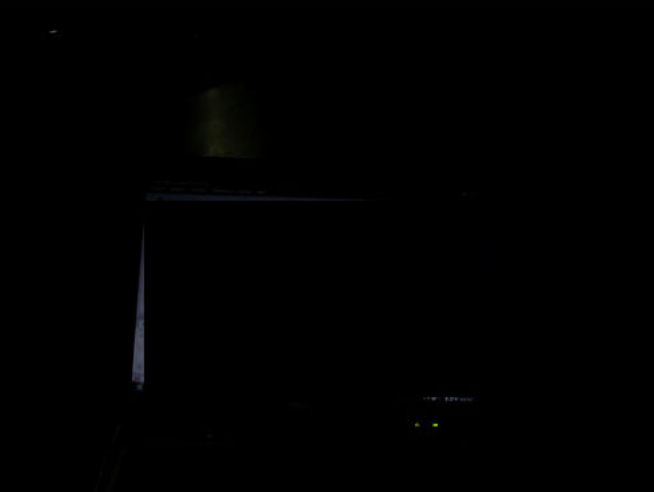














DELL



HP

Q W E R T Y U I O P [] \ /

Backspace

ECU View

Click on the icons to access various ECU operations and information for the selected ECU.



ECU Overview

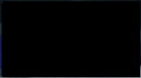
Name: Occupant Rest.
 Flash Part Number: 56054051AH
 Bus Type: CAN C
 Hardware Version: 0K.10.42
 Software Version: #0.08.31.01.4
 DTC Count: 0

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details**

Click on the buttons to view the desired information. Click on column heading to sort table.

| Name | Value |
|-------------------------------|-----------------|
| Original VIN | [REDACTED] |
| Current VIN | [REDACTED] |
| ECU Part Number | 56054051AH |
| ECU Serial Number | T036AE301860006 |
| Hardware Supplier | |
| Hardware Part Number | 0000022705 |
| Hw Version Year | 8 |
| Hw Version Week | 16 |
| Software Part Number | 0000560N |
| Hw Version Patch Level | 66 |
| Software Supplier | TRW |
| Sw Version Year | 8 |
| Sw Version Week | 31 |
| Sw Version Patch Level | 1 |
| Diagnostic Version | 1 |
| Diagnostic Variant | 4 |





CAIR 非





2835





Coll...

2835

RAM 4x4



























EA19-001

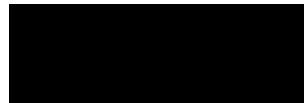
FCA

9/12/2019

ENCLOSURE 4

2009 RAM 1500 NO INSPECTION

CAIR BACKUP





Jeep

